MILPERSMAN 1000-021

COMMAND PERSONNEL/PAY ADMINISTRATIVE SUPPORT SYSTEM (PASS) COORDINATOR (CPC)

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References	(a) OPNAVINST 1000.23C
	(b) 5 U.S.C. §552a, Privacy Act of 1974

1. **Purpose**. To supplement reference (a) and define minimum requirements for the appointment of a command Personnel Administrative Support System (PASS) coordinator (CPC), as well as basic responsibilities of supported commands, supporting Personnel Support Detachments (PERSUPPDETs), customer service desks (CSDs), and designated CPCs.

2. **Background**. The CPC serves as the critical link between an individual Sailor, his or her command, and the supporting personnel support organization. It is the responsibility of the CPC to ensure that all documents and information required to provide Sailor personnel or pay support are relayed to the appropriate supporting organization via the current authorized process and per applicable policies governing timeliness standards.

   a. Per reference (a), the responsibility of the PASS Program is to provide Sailors and commands with personnel, pay, passenger transportation, educational services, and other related support. Designation of the CPC supports the PASS Program in providing required and expected levels of personnel and pay support for all Navy personnel.

   b. Reference (a) specifically requires all Navy commands supported by the PASS Program through a PERSUPPDET or CSD, including those units supported for pay only, to designate (in writing) a responsible individual as their CPC.

3. **Requirements**. The CPC will have routine access to personnel information belonging to command personnel (officer, enlisted, and at times, civilian) that is protected by reference (b). The unauthorized disclosure of personnel data and personally identifiable information (PII) can result in civil, criminal, or administrative penalties. Therefore, the CPC shall meet the following requirements:

     a. Be an individual selected by the commanding officer (CO) or officer in charge (OIC) deemed capable of performing in a position of trust.

Note: Priority consideration for assignment should be given to PS, YN, or NC.

     b. Be designated in writing using Exhibit 1;

     c. Be completely familiar with the PERSUPPDET or CSD before assignment as a CPC to ensure duties and responsibilities, methods of communication available, and overall CPC expectations are clearly defined and explained. For those Sailors assigned while deployed, familiarization should be completed as soon as possible upon return to homeport; and

     d. Complete the training requirements specified in paragraph 4c of this article.

4. **Supporting Resources**. In addition to reference (a), the following resources will assist the CPC in the performance of duties:

     a. The Navy Personnel Command CPC resources Web page (a repository with a wide range of links to authoritative guidance, information and user aids) is available at:

http://www.public.navy.mil/BUPERS-NPC/SUPPORT/PAYPERS/CPCRESOURCES/Pages/default2.aspx

     b. The CPC Handbook (prepared by the Navy Pay And Personnel Support Center) is a task-based user aid with links to policy, guidance, and supporting resources. The current version may be downloaded from the CPC resources Web page.

     c. **Navy e-Learning**. Enroll in courses via NKO (https://www.nko.navy.mil).

(1) The following Navy e-Learning courses must be completed prior to assuming CPC duties:

a. Privacy and PII; and

b. Records Management in the DON: Everyone's Responsibility.

(2) The following Navy e-Learning courses are recommended to enhance CPC general knowledge.

a. Department of the Navy (DON) Records Management: Advanced Topics; and

b. General Forms Management, General Forms User Training.

(3) Navy Standard Integrated Personnel System (NSIPS) users' information is available on Navy Knowledge Online (NKO) NKO>ORGANIZATION & COMMUNITIES>NSIPS

5. **Responsibilities**

a. The CO of PASS supported commands shall:

(1) Take into consideration the size and complexity of the command when determining the number of CPCs assigned. While reference (a) only requires assignment of a primary and secondary CPC, additional CPCs may be designated to meet individual unit needs;

(2) Designate (in writing) qualified personnel to serve as CPC using the format provided in Exhibit 1. Provide a copy of the notification letter, in Exhibit 2, to the supporting PERSUPPDET or CSD.

(3) Personally counsel newly designated CPCs, stressing the importance of their assignment, and the lawful requirement to protect PII at all times;

(4) Ensure prerequisites outlined in paragraph 4c are completed prior to designation;

(5) Routinely meet with the CPC(s) to reemphasize the importance of CPC duties, to verify PII protection, and to

address possible issues or barriers found internal to the command and or with the supporting PERSUPPDET or CSD; and

(6) Ensure mandatory attendance of all designated CPCs at PERSUPPDET- or CSD-sponsored training events.

(7) Ensure the supporting PERSUPP DET or CSD is notified (in writing) upon termination of appointment and submit an updated notification letter (Exhibit 2).

b. The PERSUPPDET or CSD OIC or director shall:

(1) Ensure newly designated CPCs are provided training and indoctrination when first appointed. At a minimum, training will include:

(a) PERSUPPDET or CSD organization and points of contact;

(b) Services provided and interface procedures;

(c) Access to and use of the online systems required to perform personnel or pay support (i.e., NSIPS and the official military personnel file (OMPF));

(d) Access to and use of any online systems required to perform document handling or customer relations management (i.e., Transaction Online Processing System (TOPS)); and

(e) Location or organization of authoritative policy guidance, information, training materials, and resources.

(2) Ensure CPCs selected by supported commands have completed all prerequisites (see paragraph 4c) as evidenced by course completion certificates;

(3) Provide regularly scheduled CPC training by those means necessary to ensure all CPCs, including those servicing geographically separated units, have an opportunity to participate. Training can include classroom, video teleconference, Defense Connect Online, phone conference, or any other means that supports the customer commands;

(4) Inform CPCs of all changes in policy or procedure that impact personnel, pay, and transportation entitlements; and

(5) Provide feedback to CO on CPC training attendance and performance.

c. CPCs shall:

(1) Prior to appointment, complete prerequisites outlined in paragraph 4c and submit certificates of completion to the CO;

(2) Maintain familiarization with reference (a) and the additional training materials listed in this article;

(3) Serve as the initial customer service link between command members and the supporting PERSUPP DET or CSD;

(4) Attend all scheduled CPC training. If unable to attend, arrange to receive information provided via alternate means;

(5) Obtain and maintain access to the systems and software (i.e., TOPS, NSIPS electronic service record, OMPF, etc.) necessary to complete CPC duties;

(6) Carefully review documents and information routed between the PERSUPPDET or CSD and the supported Sailors to ensure:

(a) All forms are properly completed and signed;

(b) All of the required supporting documentation and attachments are included; and

(c) All of the information provided is sufficient to resolve the transaction in a timely manner;

(7) Promptly transmit documents (at least daily) to ensure compliance with the timeliness policy established by MILPERSMAN 1000-025; and

(8) **Protect PII in every action**. If at any time it is suspected that PII has been compromised, report the incident immediately to the unit CO and OIC or Director of the servicing PERSUPPDET, or chief petty officer in charge of the servicing customer service desk.

EXHIBIT 1

1000
Ser [XX/XX]
[date]

From: Commanding Officer, **[COMMAND NAME]**
To: **[CPC RATE/RATING, FULL NAME]**

Subj: DESIGNATION AS COMMAND PASS COORDINATOR (CPC)

Ref: (a) OPNAVINST 1000.23C
        (b) MILPERSMAN 1000-021

1. You are hereby designated as Command PASS Coordinator (CPC) for **COMMAND NAME** (UIC **XXXXX)**. You shall familiarize yourself with references (a) and (b) to prepare you for your duties.

2. You are being placed in a position of trust, with access to the personnel records, data, and documents pertaining to command personnel. In this assignment, you are accountable for compliance with privacy protection requirements associated with the collection, use, dissemination, and maintenance of personally identifiable information (PII). At all times, you must protect PII and prevent unauthorized access or loss.

3. Specific duties and responsibilities include:

    a. Completion of **annual PII training** and familiarity with the practices and procedures required by the DON Privacy Program.

    b. Service as the initial customer service link between command personnel and the PERSUPPDET or CSD, including receipt, examination, and timely transmission of documents and information between command members and the PERSUPPDET or CSD.

    c. Immediate escalation of issues to appropriate leadership levels of the command and or PERSUPPDET or CSD if problems occur that you cannot resolve.

4. Remember, this position of trust requires your active and vigilant protection of personal information. If, for any reason, you are unable to perform your assigned CPC duties, you are required to immediately inform your chain of command.

                              [COMMANDING OFFICER SIGNATURE]

Copy to:
Supporting PERSUPPDET or CSD (w/PII and Records Management Training Certificates)

Exhibit 2

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                                                   1000
                                                   Ser [XX/XX]
                                                   [date]



From:  Commanding Officer, [COMMAND NAME]
To:    Director/Officer in Charge, _____

Subj:  COMMAND PASS COORDINATOR (CPC) NOTIFICATION

Ref:   (a) OPNAVINST 1000.23
       (b) MILPERSMAN 1000-021

1.  Per references (a) and (b), the following information is provided for the
command's CPC:

a.  Primary CPC:
    (1) Contact Phone:
          (a) Comm:
          (b) DSN: (if applicable)
    (2) Official E-mail address:
    (3) (For military personnel):
          (a) PRD:
          (b) EAOS:
          (For civilian contractor):  Projected contract end date
          (For civilian GS employee disregard this item (3)
    (4)  Sample signature:  _____

b. Secondary CPC: (If more than one secondary CPC, add additional personnel
info below as needed)
    (1) Contact Phone:
          (a) Comm:
          (b) DSN: (if applicable)
    (2) Official E-mail address:
    (3) (For military personnel):
          (a) PRD:
          (b) EAOS:
          (For civilian contractor):  Projected contract end date
          (For civilian GS employee disregard this item (3)
    (4)  Sample signature:  _____


                                 [COMMANDING OFFICER'S SIGNATURE]



Copy to:
Member
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